



Credential Information Alert

DATE: October 19, 2026

NUMBER: 26-09

SUBJECT: Launch of the new Identity Information Change Request Portal

Summary:

The Division of Licensure Certification has created a streamlined method for educators to update the Name, Social Security Number (SSN), Individual Tax Identification Number (ITIN), or Date of Birth on file with the Commission. Requests to update this information can now be submitted entirely online through the [Educator Credentialing System \(ECS\)](#).

Key Provisions:

Prior to October 19, 2026, the Request to Change Name or Personal Profile (Form 41-NC) was submitted by educators via postal mail to update their identity information, including their name, date of birth, SSN, ITIN.

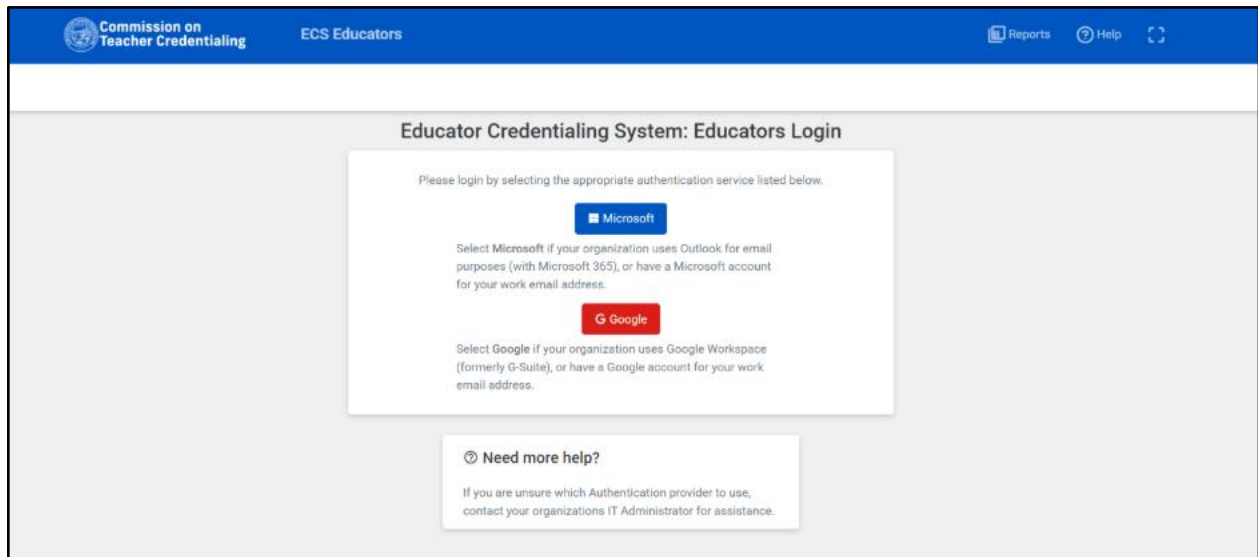
To improve accessibility and to modernize the process, the Form 41-NC has been transitioned from a paper-based to an online process. Educators may now submit change requests and upload all required supporting documentation. The portal will provide automated email notifications if the request has been approved or if additional documentation is required to complete the request. As a result, documentation required to complete identity information changes will no longer be accepted via postal mail; all materials must be submitted electronically through ECS.

Note that changes to other profile information, including password, address, telephone number, or challenge questions, should still be completed through [CTC Online](#).

Accessing the Educator Credentialing System (ECS):

To start this process, individuals will need to link their [CTC Online](#) profile with their ECS profile by using either a **personal** [Microsoft](#) or a **personal** [Google Gmail](#) email address account. If an educator does not currently have either email address accounts, then they must create one by following the steps provided from the respective website.

Below is an image of the ECS login screen:



Request to Change your Identity Information on File:

The ability to submit a request to change an educator's identity information within ECS was created to allow educators to digitally submit and track their request(s) to update their identity information. To improve efficiency and reduce the need for follow-up requests, the new system ensures that all necessary information is provided electronically before a request can be successfully submitted. Educators will upload their supporting documentation for the profile change directly through ECS. The required documentation depends on the change being requested.

Below is an example image of the required documents for a name change due to marriage:

The educator will receive an error message if they forget a step and they will receive a notification when the request has been submitted. Once the request has been approved by Commission staff, the change will be reflected in [ECS](#) and the educator's CTC Online account. The educator will also be sent an automated email notifying them that the request has been processed.

The Commission processes a request to change identity information on file in the order in which it is received, which is typically within four weeks. However, as the Commission receives a high volume of these requests, processing times will vary. There is no expedite process.

The Commission's new [Request to Change Identity Information](#) webpage provides detailed, step-by-step instructions to provide additional assistance with this process.

As of the date of this CIA, new requests to update identity information must be submitted via ECS. Any 41-NC submissions postmarked prior to the date of this CIA will still be processed when received.

References:

Educator Credentialing System: Educators Login (ECS):

<https://ecseducators.ctc.ca.gov/Account/Login>

Request to Change your Identity Information:

<https://www.ctc.ca.gov/ctc-online-services-help/your-educator-account/update-information/change-identity-information/>

Important Dates:

Effective Date: October 19, 2026

Contact Information:

Questions regarding the new Educator Profile: Identity Information Change Request portal may be directed to the Commission's Division of Licensure Certification via the [contact us form](#) (category: *Update of Name, Date of Birth, or SSN*).